AQIA

MEMORANDUM FOR COMMANDERS, DEFENSE CONTRACT MANAGEMENT
DISTRICTS

SUBJECT: Automated Metrics System (AMS) Customer Support Acquisition Category
(ACAT) Program Module Guidance

AQACP Letter, dated July 11, 1997, Subject: AMS Increment 1, 2 and 3 Initial Operational Capability Deployment, announced the deployment of the AMS and provided guidance and direction for implementing the system throughout DCMC. The purpose of this letter is to provide further guidance and clarification regarding specific responsibilities for entering and maintaining the data in the Customer Satisfaction module of the AMS.

The Customer Satisfaction module within AMS serves two purposes. First, it is a Command-wide source of basic information about ACAT and other programs that DCMC provides contract administration support for. Second, the module allows the Command to automate the collection and reporting of monthly Customer Satisfaction Survey results obtained on the programs in the system.

It should also be noted that entry of programs into the AMS database is not limited to ACAT programs. Non-ACAT program managed systems and NASA programs are also candidates for entry into the AMS. The simple rule is, if there is a DCMC program integrator assigned to the program, it should be in the AMS. The key to making this happen is to identify the program to AQIA so that a record can be established in the AMS. Once that is done, all specific information related to that program can be loaded in the system by the CAO/PI.

Entering and maintaining data in the database is a shared responsibility amongst and between DCMC HQs (AQIA), the District staffs and CAOs. In general, responsibilities for data input and maintenance of the data are broken out as follows:

ACTION	**LEAD**
Establish and delete program records in AMS	AQIA
Entry of monthly survey results in AMS	District Hqs
Ensure program info is accurate, current and complete	District Hqs

Entry and maintenance of specific program
information into AMS   CAO

Request establishment or deletion of
programs in AMS   CAO

       The attachment provides a detailed matrix of responsibility for all entries in the Customer Support Module keyed to the numbered paragraphs in the AMS Users Guide, Ver 2.0, dated May 28, 1997.

       It is my goal to have all ACAT programs loaded in the AMS database and fully populated with data by the end of 1st Quarter FY 98. Toward this end, I am establishing an interim milestone to have all ACAT I and II programs fully loaded in AMS database no later than October 15, 1997. I request your support in achieving these goals.

       Point of contact for this letter is LTC Liakos, (703) 767-2384 or DSN 427-2384.

                               FRANK J. LALUMIERE
                               ExecutiveDirector
                               Program Integration

Attachment

AMS Customer Support Module Data Entry Responsibilities

AMS Manual Paragraph #	LEAD
21.2.11 - Enter prime contract #	CAO
21.2.1.2 - Field name being changed to "Team Code"	
Entry protection being removed. Enter CAO	
Team Code	CAO
21.2.1.3 - 6	AQIA
21.2.1.7 - 11	CAO
21.2.1.12-13 - Auto populate being removed. W/B manual	
entry	CAO
21.2.1.14	CAO
21.2.1.15 - Auto populate	Supporting Pgm Integrator
21.2.1.16 - If Liaison is unknown, contact District Hqs	CAO
21.2.1.16 A-K and .17	Liaison
21.3.1.1-11	Cognizant District
21.4.1.1-22	CAO
21.5.1.1-22	CAO
21.6.1.1-23	CAO
21.7.1.1-12	CAO